

**One Stop System Committee
Meeting Agenda
Monday, January 12, 2015 - 2:00 PM
Waukegan Job Center, One N. Genesee Street, Waukegan**

- I. Call to Order**
- II. Approval of Minutes**
- III. Public Comment**
- IV. Chairman's Report**
- V. Old Business**
- VI. New Business**
- VII. Service Reports**
 1. Review of Customer Satisfaction Survey Results - 4th Quarter 2014
 - Staff will review the results of the latest survey.
 - Responses were gathered from 114 individuals.
 2. 2014 Job Center Report
 - Staff will distribute and review the Year End report at the meeting.
 3. Review of Web Analytics for December 2014 and 2014 Summary
 - Information on website usage for December and a 2014 Summary will be reviewed.
- VIII. Staff Report**
 4. Five-Step Workshop Update
 - Staff will provide a brief update on upcoming workshop activity.
 5. Update on Workforce Innovation and Opportunity Act (WIOA)
 - Staff received notice that the Draft Rules and Regulations will not be issued in January. The Department of Labor has indicated that the Draft Rules will be published in Spring 2015, while implementation is still set for July 1st.
 - The Act requires that operations for the One-Stop Center be competitively bid. Staff will discuss with the Committee activities to be undertaken without the guidance contained in the postponed Rules or accompanying Operational Procedures Manual.
- IX. Next Scheduled Meeting - March 9, 2015**
- X. Adjournment**

**One Stop System Committee
Meeting Minutes
Monday, November 10 - 2:00 PM
Waukegan Job Center, One N. Genesee Street, Waukegan**

Present: Sam Cade, Sylvia Johnson, Audrey Nixon, Victoria Schofield and Jennifer Serino Stasch

Absent: Kurt Beier, Bonnie Schirato, Karen Stoneman

Staff: Gary Gibson, Eva Locke, and Bethany Williams

I. Call to Order

The meeting began 2:11pm.

II. Approval of Minutes

None.

III. Public Comment

None.

IV. Chairman's Report

None.

V. Old Business

None.

VI. New Business

None.

VII. Service Reports

6. Job Center Monthly Report

- Bethany Williams and Eva Locke shared the most recent Job Center Report. Social media reach continues to grow. Resume reviews are also up, largely as a result of increased staff interaction with clients due to the 5 Steps to Your Next Job series.

VIII. Staff Report

7. Five-Step Workshop Update

- The 5 Steps series was offered offsite at the Warren Newport Public Library in October. Eva Locke is working with the teams to revisit the workshop content for 2015 and is also working with community partners to find sites to run the series outside of the Waukegan Job Center over the course of 2015.
- Member Johnson asked about the outcomes for workshop participants. Eva Locke shared that we have anecdotal reports, but not much data. Member Serino Stasch said that this is something we will be focusing on in 2015.

8. 2015 WIB Meeting Calendar

- Gary Gibson shared the proposed meeting calendar for 2015.

9. Job Center Space Update
 - Gary Gibson shared that he has been working with IDES on the arrangement with IDES for their staff to be located in the Waukegan Job Center. He is hoping to finalize those arrangements in the next few weeks.
10. Update on Workforce Innovation and Opportunity Act (WIOA)
 - Gary Gibson shared that information on WIOA is still forthcoming. The change in the Governor's office will also impact how the law is interpreted at the State level, which adds to the uncertainty.
11. Discussion Items
 - Jennifer Serino Stasch shared that the Disability Employment Initiative grant had its kickoff in October. The project provides for staff to help individuals with disabilities get access to the resources they need to transition to market based employment. So far staff are working with approximately 30 individuals, 3 of whom are in training.
 - Member Cade asked what types of job titles are participants being hired for. Member Serino Stasch said that she would share that information.

IX. Next Scheduled Meeting - January 12, 2015

X. Adjournment

The meeting ended at 2:49pm.

Constant Contact Survey Results

Survey Name: Jobseeker survey Waukegan qtr4 2014

Response Status: Partial & Completed

Filter: None

Dec 15, 2014 3:41:54 PM

1. Describe your overall satisfaction with our services

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

Very Unhappy	Unhappy	Neutral	Happy	Very Happy
1	3	1	27	82
1%	3%	1%	24%	72%

5 Comment(s)

2. Describe your impression of the Job Center staff.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Job Center staff are knowledgeable	1	2	2	22	86
	1%	2%	2%	19%	76%
Job Center staff are friendly/courteous	1	1	2	19	91
	1%	1%	2%	17%	80%
Job Center staff met my workforce needs.	3	2	3	21	84
	3%	2%	3%	19%	74%

3 Comment(s)

3. Why did you visit today (or most recently)? (check all that apply)

	Number of Response(s)	Response Ratio
Use computers/internet	83	72.8%
Search for a job	50	43.8%
Write or edit resume or cover letter	22	19.2%
Attend a workshop or orientation	30	26.3%
Meet with a staff member or Career Counselor	21	18.4%
Attend a recruitment event or job fair	13	11.4%
Unemployment insurance	11	9.6%
Other	7	6.1%
Total	114	100%

2 Comment(s)

4. Did you accomplish what you planned to do today (or on your most recent visit)?

	Number of Response(s)	Response Ratio
Yes	93	81.5%
Partially	13	11.4%
No	5	4.3%
No Responses	3	2.6%
Total	114	100%
5 Comment(s)		

5. How often do you visit the Job Center?

	Number of Response(s)	Response Ratio
Yearly or Seasonal	17	14.9%
Monthly	25	21.9%
Bi-weekly	23	20.1%
Weekly	21	18.4%
Almost Daily	10	8.7%
This is my first visit	18	15.7%
No Responses	0	0.0%
Total	114	100%

6. Would you recommend the Job Center to a friend?

	Number of Response(s)	Response Ratio
No	3	2.6%
Somewhat likely	1	<1%
Yes	107	93.8%
No Responses	3	2.6%
Total	114	100%

7. What do you like best about the Job Center?

107 Response(s)

8. Are you interested in participating in services for any of the following groups? (check all that apply)

	Number of Response(s)	Response Ratio
Veterans	10	9.7%
Ex-offenders	16	15.5%
Youth	11	10.6%
Mature workers (50+)	31	30.0%
Spanish-speakers	13	12.6%
Business/ entrepreneurship	54	52.4%
Total	103	100%
4 Comment(s)		

9. Are there any other services or workshops you'd like to see at the Job Center, or improvements to be made?

50 Response(s)

10. If you wish to receive our e-newsletter and other tips about jobsearch, please provide your contact information here.

First Name	2
Last Name	2
Home Phone	2
Email Address	2
City	2

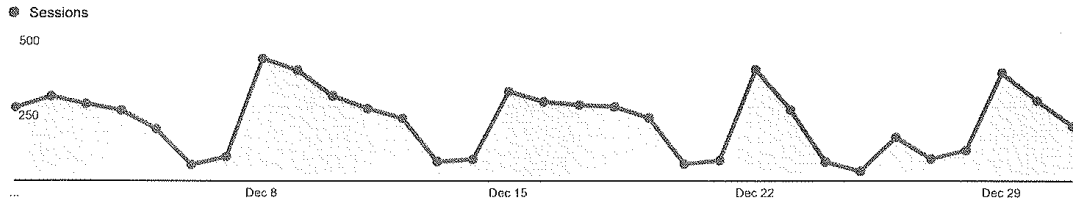
Audience Overview

Dec 1, 2014 - Dec 31, 2014

All Sessions
100.00%

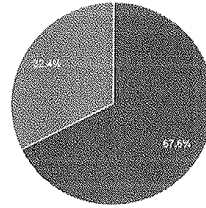
+ Add Segment

Overview



Sessions 6,274	Users 4,758	Pageviews 13,524
Pages / Session 2.16	Avg. Session Duration 00:02:20	Bounce Rate 49.95%
% New Sessions 67.53%		

New Visitor Returning Visitor



Language	Sessions	% Sessions
1. en-us	6,142	97.90%
2. pt-br	39	0.62%
3. en	21	0.33%
4. en-gb	16	0.26%
5. zh-tw	12	0.19%
6. es-es	9	0.14%
7. it-it	7	0.11%
8. es-419	4	0.06%
9. en-	2	0.03%
10. es-mx	2	0.03%

Audience Overview

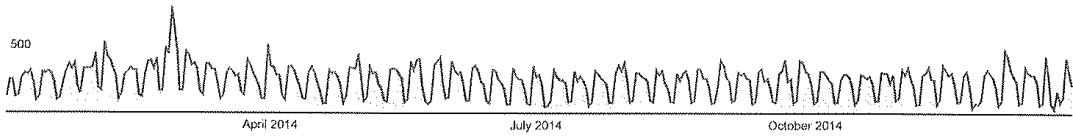
Jan 1, 2014 - Dec 31, 2014

All Sessions
100.00%

+ Add Segment

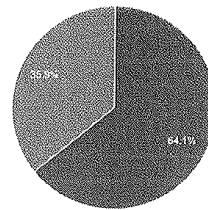
Overview

Sessions
1,000



Sessions 77,275	Users 51,048	Pageviews 215,258
Pages / Session 2.79	Avg. Session Duration 00:02:52	Bounce Rate 38.82%
% New Sessions 64.07%		

New Visitor Returning Visitor



Language	Sessions	% Sessions
1. en-us	75,202	97.32%
2. en	904	1.17%
3. pt-br	439	0.57%
4. en-gb	107	0.14%
5. es-es	89	0.12%
6. it-it	65	0.08%
7. es-419	36	0.05%
8. en_us	28	0.04%
9. c	24	0.03%
10. es-mx	24	0.03%